

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings of claims in the application:

**Listing of Claims:**

- 1-2. (Canceled)
3. (Previously presented) The method of claim 32, wherein the customer attribute information comprises information identifying either one or both of (a) particular personal attributes of the customer and (b) attributes of an account maintained for the customer.
4. (Original) The method of claim 3, wherein the customer attribute information further comprises data identifying the bank account of the customer
5. (Original) The method of claim 3, wherein the customer attribute information further comprises the address of the customer.
6. (Previously presented) The method of claim 3, wherein the customer attribute information further comprises data relating to prior transactions conducted by the customer.
7. (Original) The method of claim 3, wherein the customer attribute information further comprises data identifying whether the customer is sight-impaired and wherein the customer offer information operates the terminal so as to increase the size of transaction information displayed on the terminal.
8. (Canceled)
9. (Original) The method of claim 3, wherein the customer attribute information comprises data identifying the customer as having a special customer status.

10. (Currently amended) The method of claim 9, wherein the customer offer information comprises data causing the ~~information processing system~~ ATM monitoring apparatus to notify a human administrator of the special customer status.

11. (Original) The method of claim 9, wherein the special customer status is a preferred customer status.

12. (Original) The method of claim 9, wherein the special customer status is a poor credit status.

13. (Currently amended) The method of claim 9, wherein the customer offer information relates to display information to be displayed at the ~~terminal~~ ATM and directing the customer to a human administrator.

14. (Previously presented) The method of claim 32, wherein the customer offer information relates to information for implementing a customer specific service to a plurality of customers having related customer attribute information.

15. (Currently amended) The method of claim 14, wherein the ~~terminal~~ ATM dispenses a card to the customer and wherein the customer offer information relates to display information to be printed on the card by the terminal.

16. (Previously presented) The method of claim 14, wherein the customer offer information relates to display information of potential interest to a plurality of customers having related customer attribute information, said display information comprising:  
promotion display information relating to a promotional event of potential interest to the customers.

17. (Previously presented) The method of claim 16, wherein the display information further comprises:  
administrator display information relating to instructions for directing the customers to a human administrator for further action in connection with the promotional event.

18. (Currently amended) The method of claim 17, wherein the promotion display information is printed on a game card dispensed at the ~~terminal~~ ATM, the game card separately having portions to be rubbed away to reveal information relating to game awards.

19. (Previously presented) The method of claim 18, wherein the customer offer information further relates to:

transaction display information on one or more transactions that may be selected by the customers and then conducted at the ATM.

20. (Previously presented) The method of claim 19, wherein the transaction display information displays information concerning standard transactions that are applicable to all customers who may use the ATM, and such transaction display information is displayed when neither of the promotion display information and the administrator display information is transmitted by the information processing system to the ATM.

21. (Previously presented) The method of claim 19, wherein the transaction display information is displayed when the promotion display information and the administrator display information is not displayed to the customer within a predetermined period of time after initiating a transaction at the ATM.

22. (Canceled)

23. (Currently amended) The method of claim ~~[[22]]~~ 32, wherein the customer specific information transmitted from the ATM further comprises data identifying the type of transaction being conducted by the customer.

24. (Currently amended) The method of claim ~~[[22]]~~ 32, wherein the customer specific information transmitted from the ATM further comprises data identifying an account of the customer.

25-31. (Canceled)

32. (Previously presented) In a bank processing network having a plurality of automated teller machines (ATMs) and an information processing system, wherein the information processing system comprises a central marketing customer information file (MCIF) server and at least one integrated ATM monitoring apparatus, wherein the ATM monitoring apparatus and the ATMs are in two-way communication with each other and are located at a branch office of the bank, a method for providing customer service information to a customer conducting a financial transaction at one of the ATMs, the method comprising:

storing customer service information at the MCIF server, the customer service information including customer attribute information and associated customer offer information, the customer offer information relating to customer specific marketing to a customer based on customer attribute information of that customer;

in advance of a customer transaction, downloading at least parts of the customer service information from the MCIF server to the ATM monitoring apparatus, and arranging the customer service information at the ATM monitoring apparatus;

transmitting customer specific information from an ATM to the ATM monitoring apparatus in response to a customer conducting a transaction at the ATM, the customer specific information identifying the specific customer using the ATM; and

providing selected customer offer information from the ATM monitoring apparatus to the ATM in response to the customer specific information and based on customer attribute information;

wherein the bank processing network further comprises a central accounting system for storing transaction data for conducting transactions at the ATM, the central accounting system being separate from the central MCIF server, and wherein the bank branch office is located remotely from the central accounting system and central MCIF server; and

wherein the bank has a plurality of remote bank branch offices, wherein the central accounting system and the central MCIF server are located at a central location of the bank, wherein the central accounting system and the ATM monitoring apparatus operate independently of each other, and wherein the ATM monitoring apparatus and the ATMs are separate from each other and are located at one of the branch offices of the bank.

33. (Previously presented) The method of claim 32, further comprising:  
storing a plurality of screen displays in advance at the ATM, each screen display relating to different customer offer information; and  
displaying one of the screen displays at the ATM in response to the selected customer offer information being provided from the ATM monitoring apparatus to the ATM.

34-35. (Canceled)

36. (New) In a bank processing network having a plurality of automated teller machines (ATMs) and an information processing system, wherein the information processing system comprises a central marketing customer information file (MCIF) server and at least one integrated ATM monitoring apparatus, wherein the ATM monitoring apparatus and the ATMs are in two-way communication with each other and are located at a branch office of the bank, a method for providing customer service information to a customer conducting a financial transaction at one of the ATMs, the method comprising:

storing customer service information at the MCIF server, the customer service information including customer attribute information and associated customer offer information, the customer offer information relating to customer specific marketing to a customer based on customer attribute information of that customer;

in advance of a customer transaction, downloading at least parts of the customer service information from the MCIF server to the ATM monitoring apparatus, and arranging the customer service information at the ATM monitoring apparatus;

transmitting customer specific information from an ATM to the ATM monitoring apparatus in response to a customer conducting a transaction at the ATM, the customer specific information identifying the specific customer using the ATM; and

transferring selected customer offer information from the ATM monitoring apparatus to the ATM in response to the customer specific information and based on customer attribute information;

wherein the transfer of customer offer information from the ATM monitoring apparatus to the ATM is under the control of an application executed within the ATM monitoring apparatus;

wherein the bank processing network further comprises a central accounting system for storing transaction data for conducting transactions at the ATM, the central accounting system being separate from the central MCIF server, and wherein the bank branch office is located remotely from the central accounting system and central MCIF server; and

wherein the bank has a plurality of remote bank branch offices, wherein the central accounting system and the central MCIF server are located at a central location of the bank, wherein the central accounting system and the ATM monitoring apparatus operate independently of each other, and wherein the ATM monitoring apparatus and the ATMs are separate from each other and are located at one of the branch offices of the bank.

37. (New) In a bank processing network having a plurality of automated teller machines (ATMs) and an information processing system, wherein the information processing system comprises a central marketing customer information file (MCIF) server and at least one integrated ATM monitoring apparatus, wherein the ATM monitoring apparatus and the ATMs are in two-way communication with each other and are located at a branch office of the bank, a method for providing customer service information to a customer conducting a financial transaction at one of the ATMs, the method comprising:

storing customer service information at the MCIF server, the customer service information including customer attribute information and associated customer offer information, the customer offer information relating to customer specific marketing to a customer based on customer attribute information of that customer;

in advance of a customer transaction, downloading at least parts of the customer service information from the MCIF server to the ATM monitoring apparatus, and arranging the customer service information at the ATM monitoring apparatus;

transmitting customer specific information from an ATM to the ATM monitoring apparatus in response to a customer conducting a transaction at the ATM, the customer specific information identifying the specific customer using the ATM; and

transferring selected customer offer information from the ATM monitoring apparatus to the ATM in response to the customer specific information and based on customer attribute information, if customer offer information is associated with the customer specific information;

wherein the customer offer information relates to screen display information to be displayed at a screen at the ATM;

wherein the ATM determines whether selected customer offer information has been transferred to the ATM, and if not, the ATM displays standard screen display information without customer offer information;

wherein the bank processing network further comprises a central accounting system for storing transaction data for conducting transactions at the ATM, the central accounting system being separate from the central MCIF server, and wherein the bank branch office is located remotely from the central accounting system and central MCIF server; and

wherein the bank has a plurality of remote bank branch offices, wherein the central accounting system and the central MCIF server are located at a central location of the bank, wherein the central accounting system and the ATM monitoring apparatus operate independently of each other, and wherein the ATM monitoring apparatus and the ATMs are separate from each other and are located at one of the branch offices of the bank.